

Hello,

I am a deaf person, wife to a deaf man, and mother of a deaf son and two hearing daughters. We have a Sorenson video phone and are limited to using just Sorenson video interpreters for our phone needs. In the near future we plan to get installation of another device to access the other video relay services This is because:

+++ we are tired of being restricted to one VRS service and having to
+++ wait long times for interpreting services. This is like being put
+++ on hold for up to fifteen minutes every time one makes a phone
call.

+++ we don't want to be restricted in case of emergency calls or urgent
+++ calls.

+++ we are limited by the settings on the device to accessing only
those
+++ devices made by the same company. We have many friends and
+++ relatives who use competitors' devices with different settings and
+++ webcams.

we don't really want to have two different devices (or three or four)
in
our home and our workplace. This is like having several different
competing telephone services. This is ridiculous. But at this time,
necessary to have equivalent to full telephone service.

For these reasons, and because it is limiting to have one's telephone
access defined by one company, we want to have full interoperability of
all VRS services and devices, same as hearing people having full
interoperability of all phone devices no matter what service they
subscribe to.

Thanks,

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